NURSING ANNUAL REPORT 2022

THE POWER OF NURSING EXCELLENCE

ALBANY MED Health System
GLENS FALLS HOSPITAL
Welcome to the 2022 Nursing Annual Report for Glens Falls Hospital. It is my absolute pleasure to showcase the exceptional work led by our nursing team over the past year. I am extremely proud of the outcomes and innovations undertaken despite the ever-increasing workforce challenges we face both locally and nationally. Our nurses pushed through these challenges with practice innovations, reconfigurations of the care environment, and the introduction of new technology to enhance overall clinical care and our patient experience.

This report highlights just a sampling of the many initiatives we implemented, each of them directed at improving care delivery through shared leadership, interprofessional collaboration, exemplary practice, and ongoing professional development. We are committed to the professional growth and advancement of our nursing team, from the newest nurse residents to our most experienced clinical nurses and nurse leaders. I am most proud of our continued commitment to growth in the percentages of board-certified nurses and those who have earned a baccalaureate degree in nursing or higher. The evidence shows that higher percentages of nurses with these credentials translates to better patient outcomes, and our goal is to continually elevate our nursing practice for the patients and communities we serve.

Recognizing and honoring our nurses for the contributions they make is vital to keeping them engaged and thriving. Now, more than ever, we must amplify the voice of nurses—within the organization, within our region, and through advocacy efforts with our public officials. I am certain you will share my immense appreciation for these extraordinary professionals as you read through this report.

Sincerely,

Donna Kirker, MS, RN, NEA-BC
Vice President of Patient Services and Chief Nursing Officer

Photo Disclaimer: The 2022 Nursing Annual Report includes a collection of images from throughout the year, masked and unmasked. Please understand that the unmasked images were taken before the COVID-19 pandemic or with proper social distancing.
NURSING VALUES

Integrity .......................................................... Diversity
Respect .......................................................... Empathy
Advocacy ........................................................ Making a Difference

MISSION
To provide exceptional patient and family-centered care in every encounter in every setting.

VISION
We will be a leader in advancing the profession of nursing evidenced by our compassionate, collaborative, evidence-based care for patients, family, and community.

NURSING PHILOSOPHY
Our Nursing Philosophy statement is derived from the values, principles, and beliefs which support the individual and collective contributions of professional nurses across all areas of Glens Falls Hospital. It is the belief of the professional nursing staff that every patient and family has the right to compassionate, competent, ethical, quality healthcare throughout all stages of illness and health. The quality of that nursing care is enhanced by community involvement, continuing education, fiscal responsibility, and evidence-based practice to improve outcomes across the continuum of care. Nursing is committed to patient/family-centered care and dedicated to getting patients to their highest level of self-care while promoting health, healing, and wellness. We are strengthening our practice through continuous learning, innovation, and nursing research. We believe in creating a dynamic nursing environment that is safe, trusting, and collaborative and provides exemplary care at every level. It is a supportive environment where our patients feel comfortable and confident in the care they receive. It supports and nurtures clinical expertise, empowerment, lifelong learning, shared leadership, research, and use of current knowledge and technology while fostering recruitment and retention of nurses who demonstrate integrity, competency, and professionalism.

NURSING PROFESSIONAL PRACTICE MODEL
The Glens Falls Hospital (GFH) Nursing Professional Practice Model (PPM) provides a unifying conceptual framework showing how nurses practice, collaborate, communicate, lead, and develop professionally. The model relates the alignment and integration of nursing practice with the mission, vision, and values and directs and describes key elements of professional nursing practice. Within a caring and inclusive environment that is centered on our patients and their families, the Professional Practice Model includes the following domains that describe our practice - Professional Practice, Shared Leadership, Interprofessional Decision-Making, Care Delivery, and Professional Development. It ensures consistency in the delivery of nursing care and defines for all RNs their authority, autonomy, and accountability as they care for patients and families.
CARING FOR OURSELVES SO WE CAN CARE FOR OTHERS

NURSES INITIATE HIKING CLUB TO COMBAT BURNOUT

It is well-documented that healthcare workers often suffer from stress and burnout, and sometimes need to take care of themselves before they can take care of patients. The COVID-19 pandemic only exacerbated this issue. To that end, three Glens Falls Hospital Registered Nurses, Belinda Spinner, RN, Heather Giorgianni, BSN, RN, CMSRN, and Michelle Richards, RN, sought to combat stress and burnout by sharing their love for hiking and the Adirondacks. The nurses began a hiking club that they named Darn Tough GFH, and they invited their colleagues to reset and recharge through organized hiking trips.

In 2022, the founding nurses spread awareness to nurses and other professionals throughout the hospital, fostering a supportive community and inviting coworkers to be more self-aware and heal while appreciating nature. The Darn Tough hiking club meets once a month to hike trails of manageable degrees of difficulty—the hikes are all local, one to three miles distance, and never take more than two hours to complete. Nurses from different units, physicians and hospital leadership, hike together and find common bonds; all hospital staff members are welcome with employees often bringing their children, significant others, and dogs for the hike. The group posts photos from their hikes on the Darn Tough Facebook page and uses other hospital communication to share their adventures with those unable to join the hike.

The founding nurses succeeded in developing connections and camaraderie. During hikes, staff walk alongside each other, sharing stories, and establishing friendships that may not have developed in the workplace. Difficult situations in healthcare are routine, but more profound relationships with coworkers are cultivated with each hike, creating a greater support system at work.

MISSION STATEMENT:
To promote self-care, collaboration, and resilience to our GFH colleagues by allowing Mother Nature and our beloved North Country trails to serve as our refuge, to inspire, reflect, and heal.

CARE DELIVERY

NURSING INNOVATION IN ACTION: REDUCING POSTOPERATIVE NAUSEA AND VOMITING

As a proud Magnet® Hospital, GFH nurses are always seeking ways to improve patient care. Nicole Krause, DNP, RN, NPD-BC, NE-BC, Assistant Director, Perioperative Services, knows that postoperative nausea and vomiting (PONV) is a preventable negative outcome after surgery. During her Doctoral of Nursing Practice studies, Nicole identified the need to improve the process for PONV prevention after surgery at Glens Falls Hospital. Along with her team of PACU nurses, Nicole partnered with her interprofessional colleagues in Anesthesia and Pharmacy to implement a quality improvement project that utilized an evidence-based protocol. The new protocol recommended prevention of PONV based on a risk-assessment and a standardized medication order set. The entire Perioperative Services nursing team in Pre-Admission Testing, Surgical Admissions, the OR, and PACU took part in this patient outcome improvement project.

Through hard work, science, and appreciative inquiry, Nicole’s team was able to successfully implement the new protocols and decrease the incidence of PONV for our patients by 33%! Our Magnet® Nurses continue to find ways to enhance the world-class care given when our community members receive surgical care at Glens Falls Hospital.
EMERGENCY DEPARTMENT: IMPROVING CARE THROUGH A DISPOSITION UNIT

The Emergency Department (ED) is the first point of contact for patients requiring immediate medical attention at Glens Falls Hospital. Michell Kilmer, MS, RN, Assistant Director of the Emergency Department, knows that EDs can be busy with critical patients, which leads to long wait times, crowded waiting rooms, and patients with less acute problems leaving without being seen. Michell and her nursing leadership team partnered with Dr. Douglas Girling, DO, Medical Director of the ED, to implement a new process to see patients quickly in the front-end of the department. The project aimed to care for less acutely ill patients outside the main ED, allowing all patients to see a provider more quickly.

The Glens Falls Hospital ED sees an increase in patient volume every summer. During the first quarter of 2022, discussions began on caring for more ED patients during the summer volume surge. The planning team included Michell Kilmer, MS, RN, John Green, DHA, MSN, RN, and Andi Graybill, BSN, RN. The team developed the innovative solution of repurposing the ED leadership office space into patient care areas. To start planning the space, the team met with members of the Glens Falls Hospital Executive Team to present the process and required resources. Construction of the area quickly began and by end of June, in time for our summer tourist rush, the Disposition Unit opened, allowing more space to see less acute patients quickly and get them back to touring and relaxing.

This new workflow reduced waiting times and improved patient satisfaction. Despite increased patient visits, the percentage of patients who left the ED without being seen decreased by 80% from 2021 to 2022.

ONE SIZE DOESN’T FIT ALL WHEN ASSESSING FALL RISK

Jade Durkee, BSN, RN, PMH-BC, Nurse Specialist—Clinical Outcomes, Inpatient Behavioral Health Unit (BHU), wanted to examine strategies to keep the patient population on her unit as safe as possible. She noted that due to side effects of psychotropic medications and changes in mental status due to psychiatric diagnoses, her patients were at an increased risk for falls. The nurses in the BHU were using the Johns Hopkins Fall Risk Assessment, which is the same evidence-based assessment tool used throughout our adult inpatient units. Jade brought this issue to her unit-based practice council and the team realized that this scale may not adequately assess the risk of falls in this unique population. Her team got to work to find the best solution to assess fall risk in the inpatient behavioral health population.

A literature review was conducted to evaluate fall risk assessment tools for the BHU. The Wilson-Sims Fall risk assessment tool (WSSFRAT) was determined to be the best fit, as it originated on a behavioral health unit. The tool considers the effects of medication and detox and allows for RN clinical judgment regarding the patient’s fall risk. Jade and her team assessed fall risk on their patients using both tools during a trial period and found the WSSFRAT to predict the risk of falls more accurately for their patients. The BHU team then worked with nursing leadership, the Nursing Practice & Quality Council, and Clinical Informatics to get the new tool approved and built into our electronic medical record. The project was a success, and the result has been a safer environment for our psychiatric patients.

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INTERPROFESSIONAL DECISION-MAKING

INTERPROFESSIONAL DECISION-MAKING

CARE DELIVERY

INTERPROFESSIONAL DECISION-MAKING

HGreen + DGreen

INTERPROFESSIONAL DECISION-MAKING

Jade Durkee, BSN, RN, PMH-BC

INTERPROFESSIONAL DECISION-MAKING
The COVID-19 pandemic necessitated many changes in healthcare to meet the needs of patients, including the need for expediting COVID-19 testing. A quick diagnosis meant patients could quarantine, reducing the spread of the virus. The staff at Glens Falls Medical Group (GFMG) were sending test swabs to an outside location in the parking lot where patients driving to a designated order the diagnostic testing with telehealth or in-person exam was arranged. The provider would then order the diagnostic testing with patients driving to a designated location in the parking lot where nursing staff collect the testing swab. Due to the newly implemented testing technology, patients could go home and wait for results, which were available within 45 minutes. This process was so effective that all primary care practices quickly adopted the approach. Staff was trained, and competency was assessed collaboratively by the laboratory staff and nurse educator. The ability to test patients in the primary care setting has improved the timely diagnosis and treatment for COVID, RSV, Influenza, and Strep A infections as well as standardizing the process across the organization. Another Magnet® Moment!

In December, the call from ANCC PTAP came that we were re-accredited as a practice transition program for new graduate nurses. A huge thank you to all who participated and supported the reaccreditation process!

In pursuit of reaccreditation in 2022, the organization hired more newly licensed nurses than in past years. This increase is due primarily to the program’s expansion into additional workplace settings. The accredited workplace settings are medical-surgical, critical care, and the Emergency Department but there are also ongoing residency programs in the operating room and Snuggery. In 2022, the Post-Anesthesia Care Unit (PACU) and Behavioral Health Unit (BHU) tracks were added to the program. All specialty tracks are facilitated by Clinical Nurse Educators for the practice area who provide the necessary knowledge and clinical expertise to make these tracks supported and successful.

2022 was a big year for the Glens Falls Hospital Nurse Residency Program! Glens Falls Hospital applied to the ANCC Practice Transition Accreditation Program (PTAP) for its second accreditation for the Nurse Residency Program in March of 2022. The application included two additional specialty tracks, Emergency Department (ED) and Critical Care, and the medical-surgical track, which was initially accredited four years ago. The Nurse Residency Program Coordinator, Katie Frazier MS, RN, CCRN-K, NPD-BC, wrote the 311-page self-study document, submitted in August. The final step in the accreditation process was a virtual visit with the ANCC PTAP appraiser team in October. During this visit, the appraisers sought to verify, clarify, and amplify the information provided in the self-study document. Many members of the GFH team, including some of our new nurse residents, participated in the call to give the appraiser team a real-life view of our program. In December, the call from ANCC PTAP came that we were re-accredited as a practice transition program for new graduate nurses. A huge thank you to all who participated and supported the reaccreditation process!

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The Nurse Residency Program at Glens Falls Hospital has had a year of growth and success. This program is a cornerstone of newly licensed nurses’ enculturation into the nursing team. The Nurse Residents can get the support and knowledge they need, which eases their transition to practice, evidenced by the organization’s 1% year RN Retention rate, which is 18% higher than the industry average. The program’s success benefits the newly licensed nurses, the organization, and the patients because of the competency of the nurses in the program. Congratulations on another great year to all those involved in the Nurse Residency program!
NURSING STRATEGIC GOAL: INCREASE THE NUMBER OF BSN-PREPARED NURSES BY 2% ANNUALLY

Nursing in the 21st century is more complex than ever before. In response to the Institute of Medicine’s recommendation that 80% of the nation's RN workforce hold a Bachelor of Science in Nursing (BSN) by 2020, the nurses of Glens Falls Hospital established a goal in their strategic plan to increase the number of BSN-prepared nurses by 2% annually. The complexity of this care requires transitioning from skill-based competencies to those that assess knowledge and competence on health policy, system improvement, research, evidence-based practice, teamwork and collaboration, complex decision making, and leadership. These competencies are part of the curriculum of a BSN program and will allow RNs to function in healthcare’s ever-changing environment fully.

Congratulations to the nurses that earned their BSN or higher degree in 2022:

BACHELOR OF SCIENCE IN NURSING
Casey Bills, BSN, RN, Tower 2
Tawnie Butkowski, BSN, RN, Float Pool
Laura Carley, BSN, RN, CAPA, Past Anesthesia Care Unit
Jessica Fletcher, BSN, RN, Float Pool
Christine Hamblin, BSN, RN, Ultrasound Practice
Samantha Harrington, BSN, RN, Greenwich Medical Center
Katherine Joseph, BSN, RN, Obstetrics/Snuggery
Ashley Landgren, BSN, RN, Emergency Department
Casey LaPann, BSN, RN, Obstetrics/Snuggery
Krista Millington, BSN, RN, Emergency Department
Amy Ogburn, BSN, RN, Behavioral Health
Valerie Parker, BSN, RN, Tower 3
Terra Phillips, BSN, RN, RCN, Tower 5

LEVEL III
Christine Phippen, BSN, RN, Obstetrics/Snuggery
Katie Rudolph, BSN, RN, Post Anesthesia Care Unit
Taylor Scarcinio, BSN, RN, Cardiac Catheterization Lab
Melissa Scotto-Lavino, BSN, RN, Obstetrics/Snuggery
Gavin Seabury, BSN, RN, Emergency Department
Garrett Seabury, BSN, RN, Post Anesthesia Care Unit
Christina Statton, BSN, RN, Orthopedics
Kiley Sullivan, BSN, RN, Telemetry
Danielle Thomas, BSN, RN, Tower 2
Nicole Vance, BSN, RN, CCE, CBC, Obstetrics/Snuggery
Kaitlyn Woods, BSN, RN, Infusion Center

MOTHER OF SCIENCE IN NURSING
Maggie Carden, MSN, RN, CNML, CMSRN, Tower 2
Keri Grey, MSN, RN, FNP-BC, Emergency Department
Susan Whitney-Coyner, MSN, RN, CPAN, Infusion Center

LEVEL IV
Rachel Aubin, BSN, RN, Tower 3
Mary Bauder, RN, CNOR, Surgical Admits
Rory Beaudet, BSN, RN, Tower 6
Janice Blair, BSN, RN, BC, Medication Reconciliation
Nicole Boyle, RN, CAPA, Cancer Treatment Center
Janice Bush, RN, CWS, Wound Healing Center
Laura Carley, BSN, RN, CAPA, Post Anesthesia Care Unit
Lorral Carpenter, BSN, RN, CRN, Infusion Center
Robert Carpenter, RN, CRN, Tower 2
Tracey Gamache, BSN, RN, Post Anesthesia Care Unit
Kara Gates, BSN, RN, Cardiac Catheterization Lab
Peggy Hatch, RN, Post Anesthesia Care Unit
Beth Hughes, RN, CRN, Cancer Treatment Center
Christie McAvey, BSN, RN, GI Center
Ronald McNurry, RN-BC, Cardiac Catheterization Lab
Barbara Mehehringer, RN, CRN, Cancer Treatment Center
Jennifer Nix, BSN, RN, CCE, CBC, 2 West-Snuggery
Molly Rowland, BSN, RN, CRN, Cancer Treatment Center
Kim Shaw, RN, CRN, Cancer Treatment Center
Kim Smith, BSN, RN, CRN, VA-BC, Medical Imaging
Susan Tartaglione, RN, CNOR, Operating Room
Audrey Turner, RN, CPAN, Post Anesthesia Care Unit
Carolyn Wickes, MS, RN, CCRN-K, Post Anesthesia Care Unit

CLIMBING THE LADDER: CONGRATULATIONS TO OUR 2022 PROFESSIONAL ADVANCEMENT NURSES

The Professional Advancement Program serves as a pathway for the advancement of Glens Falls Hospital’s clinical registered nurses. The purpose is to recognize and reward the contributions and expertise of clinical nurses who are leaders in demonstrating and promoting excellence in nursing practice at the bedside. The program strives to promote an understanding of excellence in nursing practice, including clinical expertise and professional role responsibilities. The participants must have a combination of accomplishments that include advanced degrees, board certification, participation in research and evidence-based practice, mentorship, and preceptorship, and being leaders on their unit and in the community.

Here are the nurses who achieved promotion through the Professional Advancement Program in 2022:

LEVEL IV
Laura Anzovino, BSN, RN, CCRN, Post Anesthesia Care Unit
Samantha Baldwin, BSN, RN, CBC, Special Care Nursery
Tabatha Baldwin, BSN, RN, VA-BC, Interventional Radiology
Kalah DeMarco, BSN, RN-BC, Tower 3
Kristie Depew, BSN, RN, NNC-LRN, CBC, Special Care Nursery
Karen Dimick, BSN, RN, CRN, VA-BC, Interventional Radiology
Kelle Engel, BSN, RN, OCN, Cancer Treatment Center
Hunter Feldhaus, BSN, RN, NNC-LRN, CBC, Special Care Nursery
Karla Gensch, BSN, RN, CRN, GI Center
Rebecca Gijanto, BSN, RN, CRN, Infusion Center
Nadia Giumarra, BSN, RN, SANE-A, Emergency Department
Paula Hanchett, BSN, RN, IB, LLC, 2 West-Snuggery
Courtney Heald, BSN, RN, OCN, Cancer Treatment Center
Ellen Hodson, BSN, RN, MEDSURG-BC, Tower 6
Jaimie Kilmer, BSN, RN, CMSRN, Surgical Admits
Julia Leonard, BSN, RN, OCN, Cancer Treatment Center
Gracie Lyons, BSN, RN, CMSRN, Pre-Admission Testing
Carolyn Marcantoni, BSN, RN, CPAN, Post Anesthesia Care Unit
Deborah Osborne, BSN, RN, CEN, Interventional Radiology
Terra Phillips, BSN, RN-BC, Tower 5
Stephanie Rollo, BSN, RN, CCRN, GI Center
Mary Scott, BSN, RN, CCRN, GI Center
Beth Sponza, BSN, RN, OCN, Cancer Treatment Center
Phyllis St. John, MS, RN, CCRN, Tower 5
Nicole Vance, BSN, RN, CCE, CBC, 2 West-Snuggery
Hannah Waiden, BSN, RN, CMSRN, Tower 5
Anna Wernau, BSN, RN, CMSRN, Tower 3

CERTIFICATION
Earning board certification in their specialty allows nurses to not only advance their career and prove their ability to provide the best patient care, but also solidifies their commitment to advancing the nursing profession. Certification is achieved after a nurse spends a defined amount of time working in that specialty, studies a curriculum, and passes an exam. Certification is maintained by earning contact hours in their specialty every year.

Top 10 Units with Highest Percent of Eligible Nurses Certified in 2022:

- Operating Room: 72.4%
- Infusion Center: 74.0%
- Vascular Access: 74.0%
- Cardiac Catheterization Lab: 71.4%
- Special Care Nursery: 50.0%
- Tower 6: 41.7%
- Tower 5: 38.5%
- Tower 2: 35.7%
- Wound Healing Center: 35.7%
- Infusion: 33.3%
2022 DAISY AWARD® RECIPIENTS:
The DAISY Foundation was created in 1999 by the family of Patrick Barnes, a 33-year-old man that died from an autoimmune disease. DAISY stands for Diseases Attacking the Immune System. The Foundation wanted to recognize extraordinary nurses who provide care to patients and families every day—and the DAISY Award® was born. This prestigious award to recognize nursing excellence is a cornerstone of recognition programs in over 2,500 hospitals around the globe. Recipients are honored here at GFH with a surprise ceremony on their unit while they are working. It is attended by members of hospital leadership and their co-workers where their nomination is read, and their award is bestowed. The winners are also recognized internationally by appearing on the DAISY Award® website.

Congratulations to Glens Falls Hospital’s extraordinary DAISY Award® nurses of 2022:
- Phyllis Fisher, RN, Tower 6
- Nicole Hoffman, RN, Nurse Manager, Post Anesthesia Care Unit
- Nicole Krause, DNP, RN, NPD-BC, NE-BC, Nurse Manager, Post Anesthesia Care Unit
- Tracey Gamache, BSN, RN, Post Anesthesia Care Unit
- Virginia Juckett, LPN, Urology
- Angel Serino, RN, OCN, Cancer Treatment Center
- Amy Millington, RN, 4 West
- Adrianne Willis-Woodard, RN, Tower 3
- Sophia Barber, BSN, RN, Emergency Department
- Jessica Pierson, BSN, RN, Emergency Department
- Susan Wells, BSN, RN, CMSRN, Nurse Manager, Tower 3

2022 BEE AWARD RECIPIENTS
Created by the Nursing Professional Development Council in 2019, the Bee Award complements the DAISY Award®. It recognizes the hard work of our nursing assistants and other patient care partners, who contribute so much to the patient-centered care that Glens Falls Hospital is known for.

Congratulations to our extraordinary Bee Award Recipients of 2022:
- Chrystal Colvin, 4 West
- Kathleen Jones, 4 West
- Jenny Alden, Tower 6
- Christine DeMarco, Operating Room
- Taylor Smith, Occupational Therapy
- Renee Bain, GI Center

2022 OWL AWARD RECIPIENTS
In 2022, the Outstanding Wisdom and Leadership (OWL) award was created by the Nursing Professional Development Council. One of the council’s goals was to highlight and recognize preceptors for their efforts in on-boarding new clinical staff and the OWL Award does just that! This award recognizes extraordinary preceptors for their clinical wisdom and leadership in the organization. Like real owls, preceptors must have keen vision to observe and assess competency and take the learners under their wing.

Congratulations to our extraordinary Owl Award Recipients of 2022:
- Suzanne Gebo, BSN, RN
- Evie Lucia, RN
- Brittany Mason, RN
- Daniella Thomas, BSN, RN
CONGRATULATIONS

CONGRATULATIONS TO OUR 2022 NURSES AND TEAMS OF THE YEAR

Each year during Nurses Week, we honor the nurses and teams that have been recognized for their exemplary care and professional practice.

CLINICAL NURSES OF THE YEAR
Audrey Turner, RN, CPAN, PACU
Gavin Seabury, BSN, RN, Emergency Department
Katie Winters, LPN, Adirondack ENT
Ron McMurry, RN-BC, Cardiac Catheterization Lab

NURSE RESIDENTS OF THE YEAR
Adam Gray, RN, Tower 6
Michelle Richards, RN, Tower 3

MAGNET CHAMPION OF THE YEAR
James Gustafson, BSN, RN, CCM, Care Management

NURSE AS TEACHERS OF THE YEAR
Casia Tomlinson, RN, Education
Michelle Watkins, BSN, RN, MEDSURG-BC, Education

PROFESSIONAL PRACTICE

Task Force to Reduce Violence

CLINICAL NURSES OF THE YEAR
Audrey Turner, RN, CPAN, PACU
Gavin Seabury, BSN, RN, Emergency Department
Katie Winters, LPN, Adirondack ENT
Ron McMurry, RN-BC, Cardiac Catheterization Lab

TEHURED NURSE OF THE YEAR
Carolyn Marcantonio, BSN, RN, CSPAN, PACU

PATIENT CARE PARTNER OF THE YEAR
Norma Venner-Galusha, Patient Care Assistant, Tower 3

NURSE LEADERS OF THE YEAR
Amanda Wing, BSN, RN, Nurse Manager, Logistics and Float Pool
Nicole Krause, DNP, RN, NPD-BC, NE-BC, Nurse Manager, PACU

NURSING TEAMS OF THE YEAR
Behavioral Health Nursing Team
Float Pool Nursing Team

THE GLENNIE
Task Force to Reduce Violence

COMMUNITY RECOGNITION OF OUR NURSES

TIMES UNION SALUTE TO NURSES RECIPIENTS:
Belinda Spinner, RN, Tower 3

THE POST-STAR HEART OF HEALTHCARE AWARD RECIPIENTS:
April Lomenzo, BSN, RN, ICU
Barb Whitehead, RN, Infusion Center
Dorian Cunniffe, RN, PhD
Judy Henry, RN, Emergency Department
STAFFING WAS A TOP PRIORITY EVERY DAY IN 2022 AND BEYOND!

Staffing a hospital with nurses 24 hours a day, 365 days a year has always been challenging. In 2022, the issue was magnified by many factors, including an aging population of nurses, burnout, and a lack of nursing faculty to educate nurses. The problem has been highlighted in the news and on social media, and there isn’t an easy solution. The nursing team at Glens Falls Hospital worked to ensure nursing coverage and increase the efficiency of hiring and retention.

Challenges have been addressed by implementing centralized staffing to ensure coverage across all areas, creating incentives for staff to work extra shifts, and assigning agency nurses to fill gaps when necessary. Nurse recruiting has been enhanced through increased interaction with nursing students through outreach to nursing programs and providing information to nursing students about the Nurse Residency Program during their clinical rotations. The nursing team also created a Student Nurse Extern program in 2022. Retention of nursing staff has also been a focus of the nursing team through work being done at the unit level and through action items from the 2021 RN Satisfaction Survey results. Recognition, an essential aspect of retention, is given to nursing staff through programs like the DAISY Award®, Annual Nursing Awards, and the CARES Badge Program.

In addition, the nursing team also created a Student Nurse Residency Program. The program offers a structured, evidence-based curriculum that provides nurses with the skills and knowledge they need to excel in their roles. The program is designed to help new nurses transition to practice and build confidence in their abilities.

The experience has sparked a sense of advocacy and purpose in the nurse leaders. Nurses have a great opportunity to demand change and advocate for Congress to support our needs and the needs of our patients. The nurse leaders are closely following the budget negotiations and will continue to contact our legislators for their support in issues that affect nursing and healthcare.